

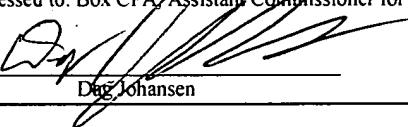


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Our File No.: KANA.P0001C

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Dug Johansen

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Patent Application for:

Gainey, et al.

Serial No.: 09/193,833

Filing Date: 11/17/98

For: METHOD AND APPARATUS FOR
PERFORMING ENTERPRISE EMAIL
MANAGEMENT

RECEIVED

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Examiner: D. Le

Group Art Unit: 2177

Technology Center 2100

PRELIMINARY AMENDMENT

Assistant Commissioner of
Patents and Trademarks
Washington, D.C. 20231

Sir:

Please amend the above-identified continuing patent application as follows
before examining the claims:

DHJ

-- 1 --

Attny Docket:KANA.P0001C
PTO Serial Number:09/193,833